

JIS Strategic Plan

2004 – 2006

**Justice Information System Steering Committee
Leon County, FL**

April, 2005

Table of Contents

	<u>Page</u>
Vision Statement.....	3
Strategic Goals and Objectives	4
Basic Strategic Issue 1: Maintain a Cohesive Governance Body	
Basic Strategic Issue 2: Provide Comprehensive, Timely, Integrated Information with Reliance on Online Access and Interaction	
Basic Strategic Issue 3: Maintain Reliable and Effective Infrastructure to Meet Expectations	
Basic Strategic Issue 4: Maintain Systems, Data, and Network Security and Privacy	
Basic Strategic Issue 5: Maintain a Disaster Recovery and Business Continuity Plan	

Vision Statement

Information management in Leon County's Justice Community within the 2nd Judicial Circuit will be delivered to policy makers, the Judiciary, agency management, agency staff, and the users involved in the Leon County Justice Community in a user-friendly, secure, effective, and reliable medium. That information will be current, accurate, comprehensive, and integrated, while maintaining appropriate security and privacy standards, to reflect the Leon County Criminal Justice process activities and to improve decision making, work processes, and access to information. Infrastructure to support such information management will be effective, reliable, and secure.

Strategic Goals and Objectives

Although this strategic plan is for the Justice Information System (JIS), its strategic goals must be interconnected with the future of the entire Justice Community in Leon County and the 2nd Judicial Circuit. The success of JIS in providing necessary information processing, technology infrastructure, and services will determine, to a large degree, the effectiveness of staff and operating departments in meeting the overall goal of the Justice Community to provide equal, speedy, and just services to the individuals charged with or convicted of a criminal offense.

Strategic Issues

- | | |
|---------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Basic Strategic Issue 1: | Maintain a Cohesive Governance Body |
| Basic Strategic Issue 2: | Provide Comprehensive, Timely, Quality Controlled Data, and Integrated Information with Reliance on Online Access and Interaction |
| Basic Strategic Issue 3: | Maintain Reliable and Effective Infrastructure to Meet Needs and be able to Incorporate Technology Advancements and to Interface with Emerging State and Federal Systems and/or Standards |
| Basic Strategic Issue 4: | Maintain Systems, Data, and Network Security and Privacy |
| Basic Strategic Issue 5: | Maintain a Disaster Recovery and Business Continuity Plan |

Basic Strategic Issue 1: Maintain a Cohesive Governance Body

Background: In June, 2001 the Justice Community agencies entered into an agreement to form a four tiered governance body – an Executive Committee, a Steering Committee, the JIS User Group and the JIS Technical Team.

The Criminal Justice Coordinating Council (CJCC) fills the role as the executive committee of the governance body for Leon County's Justice Information System/Justice Data Warehouse (JIS/JDW. It's role is to address issues that may include, but are not limited to, project problems/issues concerning development, major shifts in project priorities or direction, new access decisions, agreement violations, funding oversight. Recommendations to establishing or modifying policies, determining or prioritizing financial or system resources will be determined and presented to the Leon County Board of Commissioners.

A steering committee works with the JIS User Group and JIS technical staff to develop the JIS Strategic Plan for the approval of the CJCC, review recommendations from the JDW Users' Committee for JIS issues and/or procedure changes and forward these recommendations to the CJCC, and set priorities for project implementation schedules based upon the directions set by the CJCC.

The JIS User Group meets monthly with users and the JIS Technical team of the participating agencies to discuss technical and process issues. The JIS Technical Team is the MIS staff and other technical members of participating agencies.

In 2004, the first Steering Committee recommended dissolving itself and transferring its duties to the CJCC as the four tiered structure was irrelevant because the positions composing the CJCC have the authority and business process knowledge to work directly with the JIS User Group and the JIS Technical Team.

Strategic Goals:

1. Continue to improve policy-making coordination for technology through better definition, action and improved participation with customers.
 - A. Continue the CJCC's role as the JIS Executive Committee.
 - B. Transfer duties of the JIS Steering Committee to the JIS Executive Committee .
 - C. Continue monthly meetings with Justice Community agencies to discuss technology needs and issues. Currently in progress are meetings with the JIS User Group and the Courtroom Technology Committee to discuss and provide:
 - News about enhancements and training
 - Development and improvements to the JIS User Manual
 - Review change requests to the system

Basic Strategic Issue 2: Provide Comprehensive, Timely, Quality Controlled Data, and Integrated Information with Reliance on Online Access and Interaction

Background: There is a need to access and understand the results of the work processes in the various Justice Community agencies at all levels in the organization - from program, to managerial, to judicial, and to the criminal clients. Most work processes have adopted some level of technology for productivity and effectiveness within the division/program level. The JIS technical team must partner with agencies to help implement strategies for integration and deployment of comprehensive and timely information for in-house use and for external user access via web browser based technologies.

Strategic Goals:

- A. Complete legacy mainframe migration to the Justice Information System (JIS), which is web browser based interface and incorporates the Oracle relational database.
- B. Continue to develop interfaces to the National Criminal Information Center (NCIC), FDLE's system, the State Attorney's and Public Defender's system, and to statewide initiatives through the Clerk's Association and/or the Florida Supreme Court.
- C. Continue enhancements to the JIS to add comprehensive jail management functionality.
- D. Cooperatively work with the JIS Interlocal participants in enhancing the JIS into an integrated data warehouse for justice information with interfaces to systems such as the Clerk's Courtview.
- E. Continue to support the data access to mobile units in TPD and Sheriff law enforcement vehicles.
- F. Continue to incorporate new technologies such as electronic signatures, imaging, and Internet interfaces in the ongoing development of the JIS.
- G. Continue to support the Supervised Pre-Trial Release and G.P.S. program.
- H. Continue to provide public access opportunities as authorized by statute and policy.
- I. Continue to comply with constitutional, statute, and rule changes for justice information management
- J. Expand system capabilities to allow end user adhoc reporting.
- K. Develop and maintain a JIS data dictionary.
- L. Enhance user support with the development and maintenance of a user manual and an orientation and training program for new users.

Basic Strategic Issue 3: Maintain Reliable and Effective Infrastructure to Meet Needs

Background:

The JIS system is supported by the MIS Division which is responsible for the backbone communications network and the computer platforms that provide information access to the JIS. MIS needs to maintain this network in a stable, secure, virus free and fully operational state.

Strategic Goals:

1. Backbone Network
 - A. Continue to enhance the County-wide communications network and connect to it all Justice Community users of the JIS.
 - i. Continue to keep the implement a structured cable and wiring plan updated to allow for future growth and maximum bandwidth and emerging technologies.
 - ii. Continue to upgrade the network backbone between all County facilities and remote locations to Gigabit Ethernet bandwidth and be in a position to take advantage of industry improvements.
 - iii. Continue to assure that network bandwidth limitations stay far ahead of computer hardware limitations so that connectivity is never limited by backbone services.
 - iv. Continue to develop redundant network paths to remote sites for security and emergency issues (i.e. fiber from the City, Comcast, Sprint, and/or other providers).
 - v. Continue to upgrade internal network wiring in the County facilities.
 - v. Continue to advocate, implement, and support wireless technologies.
 - vi. Continue to research and develop new technologies as they emerge.
2. Public Access
 - A. Public access to information in County automated systems is a primary goal of the Board of County Commissioners. Therefore, the county wide backbone network shall be constantly and consistently enhanced to allow the most secure, efficient and cost effective interfaces to information and services provided. Statutorily allowed recapture of costs associated with public access shall be recaptured whenever feasible.
 - B. General community access via the Internet to the JIS will be provided as permitted by law.

**Justice Information System
Strategic Plan 2004-2006**

Page 7 of 9

3. Inter-Agency Access
 - A. Provide support, services and connectivity to other agencies as funded and approved by the CJCC.
 - B. Provide connectivity with outside resources as user needs and security allows. Consider the use of other technologies such as IVRS (interactive voice response systems).
4. Computing Standards
 - A. Maintain and/or establish organizational computing standards which streamline operations such as:
 - i. Oracle database infrastructure
 - ii. ODBC interface capability for other interfaces
 - iii. Unix, Novell, and Windows-based systems/server infrastructure
 - iv. Desktop standardization
 - v. Cisco network infrastructure

Basic Strategic Issue 4: Maintain Systems, Data, and Network Security and Privacy

Background: MIS staff expertise in security management is strong and strengthened with liaisons with FDLE (Florida Department of Law Enforcement), the FBI, and alliances with SANS Institute (SysAdmin Network Security) and the Gartner Group. Extensive training investment and support has contributed to MIS' ability to build and maintain a reliable, secure, and high speed network that enables effective deployment of applications to County users, augmented with wireless technologies.

Strategic Goals:

- A. Continue to work with the management and the Justice Community regarding security and privacy standards and requirements.
- B. Continue to maintain a hardware and software infrastructure that protects the network.
 - i. Continue to maintain and upgrade security hardware such as firewalls.
 - ii. Continue to obtain tools and services for security assessment and mitigation.
 - iii. Continue to train staff on security issues and practices through organizations such as SANS Institute (SysAdmin, Audit, Network, Security) and the FDLE Chapter of the FBI's Infraguard
- C. Continue to maintain systems for high availability and performance.
 - i. Continue to document systems.
 - ii. Continue to assess systems patches and implement as needed.
 - iii. Continue to monitor performance of systems and develop solutions for enhancements.
- D. Continue to adhere to the Supreme Court Technology standards.
- E. Working with MIS and other Constitutional Office IT groups, plan and develop a single logon process for users by incorporating identity management solutions in the future.

Basic Strategic Issue 5: Maintain a Disaster Recovery and Business Continuity Plan

Background: The JIS technical team has been diligent in protecting JIS data and technology assets with off-site storage of data and systems tapes. Plans for securing a "hot site" data center for recovery were re-prioritized in light of the 9/11 terrorist attacks. Now, the IT industry has recognized that a remote systems center that is "live" with near-real time transactions will assure a timely recovery and successful business continuity. Upon review of this strategy, Gartner Group and its Disaster Recovery Analyst supports continued implementation of this direction.

Strategic Goals:

- A. Activate a remote data center with JIS technical team able to run applications in test and production mode.
 - i. With cooperation of the Sheriff's Office, a remote data center is being designed and installed at the Jail within the Jail Rewiring Project that is underway.
 - ii. Multiple network connections have been procured and ready for activation for redundant coverage.
 - iii. Other Constitutional Offices are participating and their system needs are being incorporated in the design.
- B. Finalize a disaster recovery and business continuity plan by mid 2005.
 - i. In cooperation with the Emergency Management Program, MIS is enhancing its disaster recovery and continuity plan and is participating with Court Administration in their business continuity plan for the Courts.
- C. Maintain the disaster recovery and business continuity plan to meet the changing needs and/or circumstances of the organization.
 - i. Annual reviews of the plan will be conducted with a mock disaster test.